

license activation guide

for expressive e plug-ins

Thank you very much for purchasing an Expressive E plugin!
Our plugins are protected with the PACE iLok system.
This guide covers everything you need to know about it.

understand the basics

how many activations do I get?

You can activate your plug-in license on **up to 3 locations** at the same time. Those locations can be any combination of computers or iLok USB dongles.

do i need an iLok USB dongle?

No, **a hardware USB dongle is not required**, but it is supported as an easy-to-transport, cross-platform activation location.

do i need an iLok account?

While not mandatory, a **free iLok account is strongly recommended**. Only an iLok account lets you use your three possible activations in parallel and authorize and deauthorize locations as often as you like.

do i need to be connected to the internet?

You only need an internet connection **during activation or deactivation** of a location. You don't need to be online to use our plugins.

👉 *This guide is not relevant for our Expressive Suites.*

*These follow the activation logic of the respective third-party plugin developer.
To find the installation guides for Expressive Suites, click the 'help' button of the
respective product tile in the [my products](#) section of your account.*

find your ilok activation code

To activate your plugin license for the first time, you need an iLok activation code.

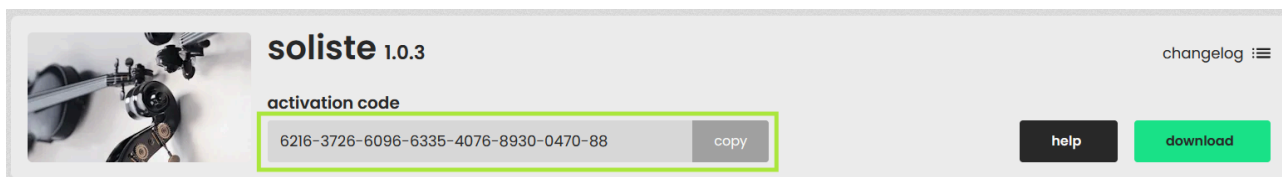
It's a string of numbers in the following format:

XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XX

You will find the code in the [my products](#) section of your Expressive E account.

Copy the code to your clipboard by clicking on the 'copy' button.

It makes it easy to paste it when you are asked to redeem it.



There are two methods of redeeming and activating your license:

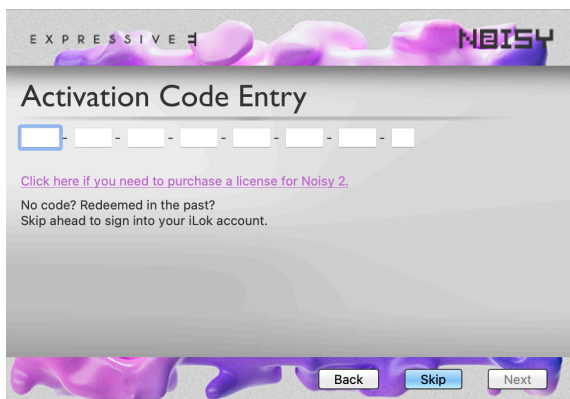
a) activate with the inbuilt activation window

The inbuilt activation popup is the most convenient way to redeem your code and activate your license.



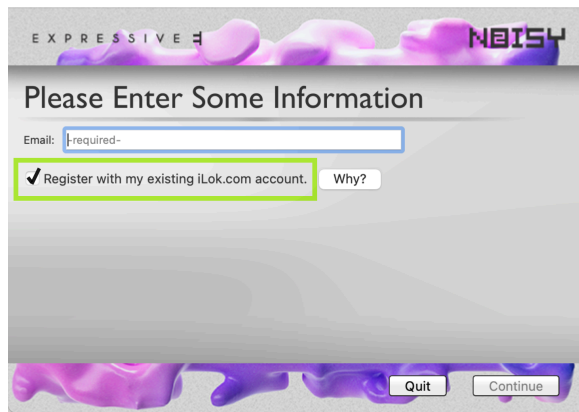
Once you have installed your new plugin, launch your DAW. When it detects the new plugin for the first time, an activation window should appear. Click 'Activate'.

👉 If the popup does not show up, consider activating with iLok License Manager (see below).



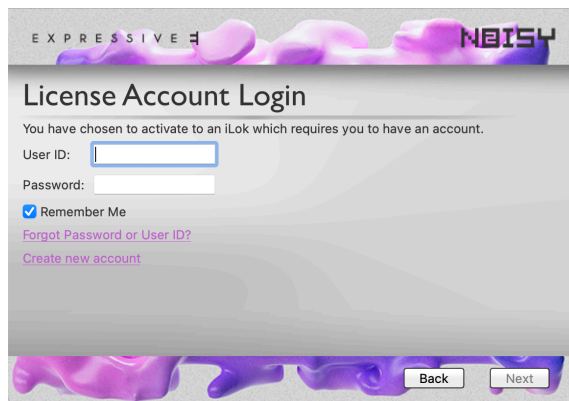
If your iLok activation code has never been redeemed before, paste it from your Expressive E user account to redeem the license.

If you already redeemed the code before, click 'Skip'. It lets you log in to your iLok account to retrieve the license.



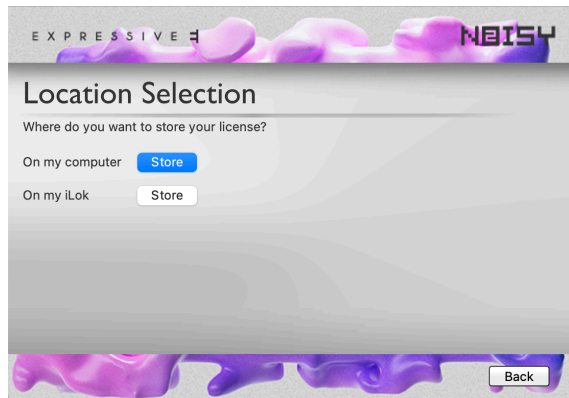
An email address is enough to activate locally on a single computer, but **we strongly recommend redeeming the iLok activation code to a free iLok account.**

To do this, check the box “Register with my existing iLok.com account.”



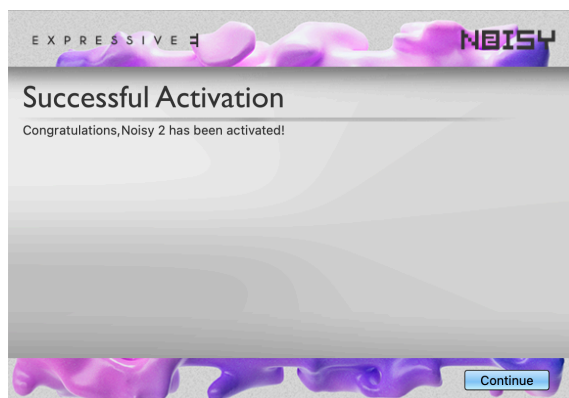
After clicking ‘continue’, you will be asked to enter your iLok account credentials.

If you don’t have an iLok account yet, click [‘Create new account’](#). It will lead you to the iLok website.



Choose the location for your license activation.

If you use an iLok account, you can activate up to three locations at the same time. This can be any combination of computers and iLok dongles.



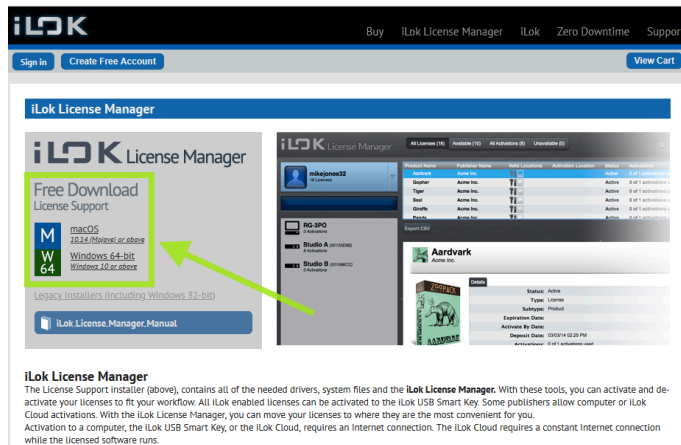
The license has now been activated on the location you selected, and you can start using the plugin in your DAW.

If the plugin still isn’t available in your DAW, please refer to our step-by-step troubleshooting guide:

[My plugin does not show up in my DAW](#)

b) activate with ilok license manager

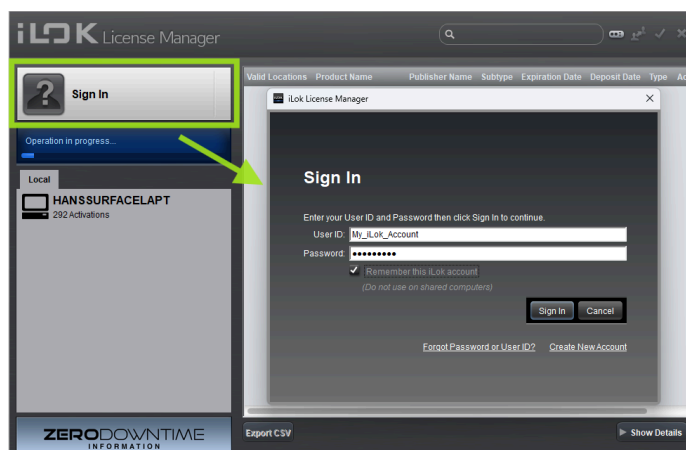
The dedicated iLok License Manager application is a handy alternative for redeeming your code and/or activating your license, especially when you encounter issues with the activation window not appearing in your DAW.



If you don't have iLok License Manager installed on your computer yet, navigate to the [iLok website](#) to download and install it.

The screenshot shows the 'Free Account Setup' page on the iLok website. The page is for new users and contains a form with fields for User ID, First Name, Last Name, Company, Email Address, Re-enter Email, Password, and Re-enter Password. There is also a 'Verification Information' section with fields for Date of Birth, Security Question, and Security Answer. A note at the bottom states: 'You will need to enter your Security Answer EXACTLY as you have entered it here to reset your password if you are unable to log in.'

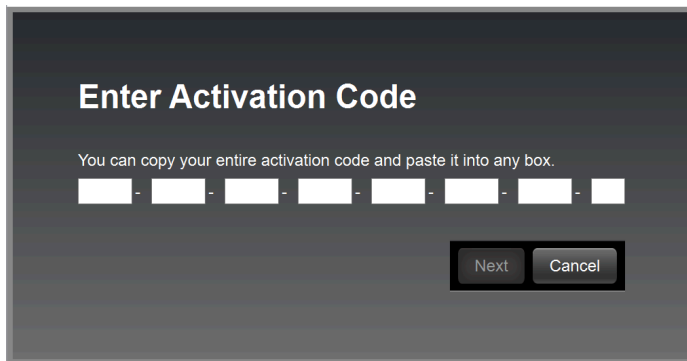
If you don't have an iLok account yet, create one by entering your information on the [iLok account creation page](#).



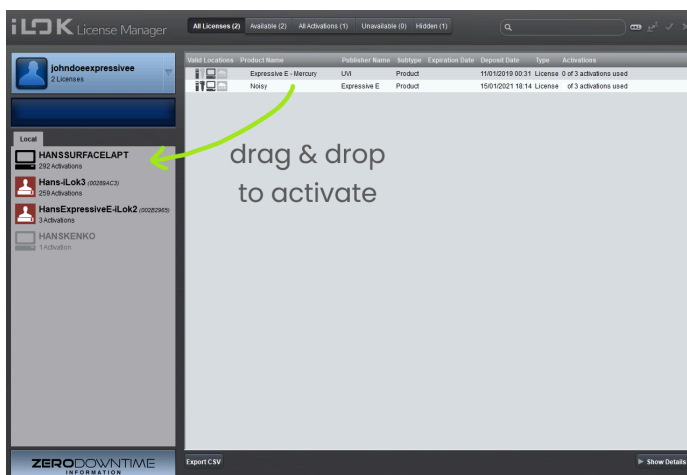
After installation, launch the iLok License Manager and sign in to your iLok account.



If your iLok activation code has never been redeemed before, click on the 'Redeem activation code' button in the upper right corner.

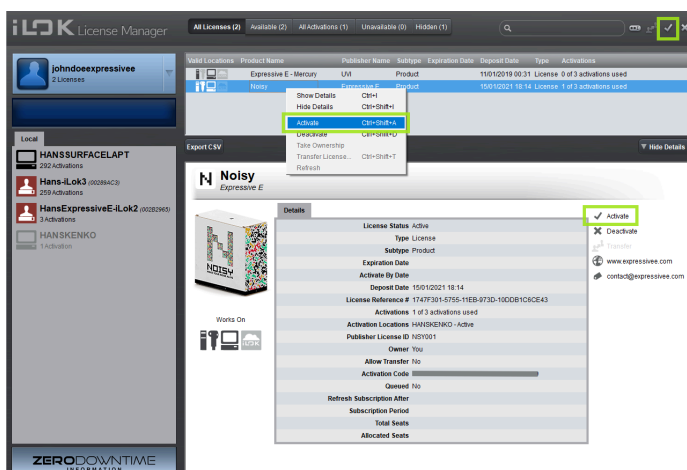


Enter your activation code to redeem your license to your iLok account.



The license is now stored in your iLok account (blue person icon). To actually use the plugin on your computer, you still need to activate it.

For this, drag & drop the license from the right to your computer icon or to a connected iLok USB dongle on the left.



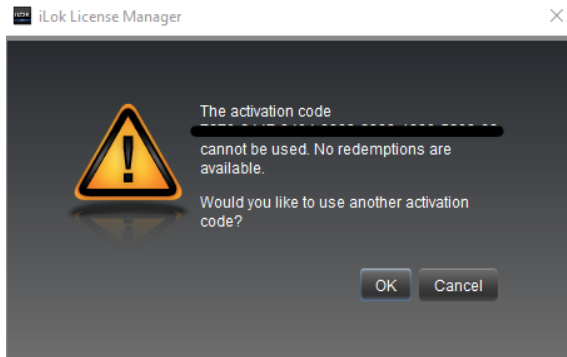
Alternatively, you can use one of the 'Activate' buttons and choose the location from a list as a second step.

The license has now been activated on the location you selected, and you can start using the plugin in your DAW.

If the plugin still isn't available in your DAW, please refer to our step-by-step troubleshooting guide: [My plugin does not show up in my DAW](#)

troubleshooting

no redemptions are available



If you receive this error message, then you are probably trying to activate your license on a second or third computer.

Please be aware that you can redeem an iLok activation code only once.

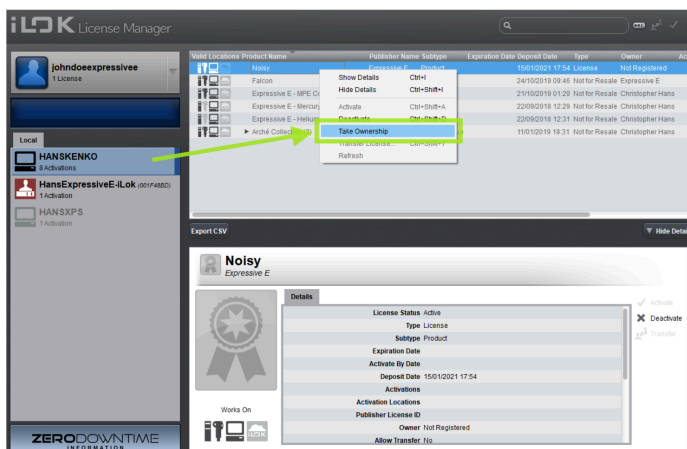


Instead of entering your code again, click 'Skip'.

You can then log in to your iLok account and retrieve the license from there.

If you cannot find your license in your iLok account, the most likely reason is that you redeemed it only locally on the first computer you activated.

To make the license available in your iLok account now, you must access that first computer you activated and "take ownership" of the license there:



On the first computer you activated, open iLok License Manager and sign in to your iLok account. Click on your local computer icon on the left-hand side. The license should be displayed as "unregistered" in the list on the right.

Right-click the license and choose "Take ownership".

If you no longer have access to the computer you activated, please [contact our customer support](#). Provide your iLok activation code and iLok account, and we will link your license to your account on our end.

frequently asked questions

how can I get an ilok activation code in the first place?

You can obtain it by purchasing our plugin directly from our [webshop](#) or by entering an Expressive E redemption code you received from a reseller or from us on our [registration page](#).

Some activation codes are automatically provided to you when you register a specific Expressive E hardware product. For example, you receive a Ctrl-e activation code when you register your Osmose CE.

how do I activate my plugin on a second or third computer?

To activate your plugin on a second or third location, you must redeem your license to a free iLok account.

Follow the same steps as for the first activation as explained above, but skip the part where you enter your iLok activation code. Instead, log in to your iLok account that holds the license and activate from there.

how can I deactivate a location?

You may want to deactivate a location if you have used all your available activations and want to free up an activation, plan to sell the computer, or have decided to return your plugin under our refund policy.

To deauthorize a location, launch iLok License Manager, log in to your iLok account, select the license, and click 'Deactivate'. Please note that deactivation is only possible from the very machine you are trying to deactivate.

how can I move an activation from one location to another?

When you are using an iLok USB dongle, you can move activations between dongle(s) and your local computer with a simple drag-and-drop in iLok License Manager.

When multiple computers are involved, you can't transfer activations directly. First, launch iLok License Manager on the old machine and use 'Deactivate', then launch iLok License Manager on the new machine and use 'Activate'.

ilok mistakenly thinks that I am using a new computer

Sometimes, after a major hardware or operating system change, the PACE iLok system may no longer recognize your computer as the same machine you used before. It will then show a duplicate of your computer in the list of locations in iLok License Manager. In this case, you will need to activate all relevant licenses on your computer once again.

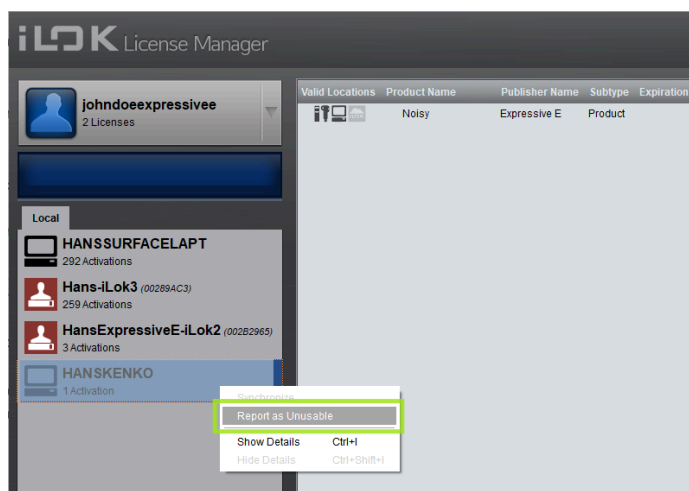
To keep the record clean and free up lost activations, you should report the machine that is no longer recognized as unusable:

machine activation reset – report a computer as unusable

If you have license activations on a computer that you can no longer access, or your computer appears to have been duplicated in iLok License Manager due to system changes, you can report this directly in iLok License Manager and request that the activations be reset.

Note that submitting a machine reset request affects all licenses currently activated on this machine (from Expressive E and any other companies), so each company must approve or deny the request for its own products. Once we approve it, any Expressive E license activations will be removed from the inaccessible location, freeing up one of your three possible activations for each product. Eventually, the old machine should disappear from the list of locations in iLok License Manager.

To report a computer as unusable and submit a reset request, open iLok License Manager and sign in.



Locate and right-click the inaccessible machine in the left sidebar, then select 'Report as Unusable'.

Review the details in the dialog box, provide a reason for the reset request, confirm you understand this is irreversible, then click 'Submit Request.'

Still blocked?

Kindly get in touch with our customer support team
by opening a support ticket for “Licensing & Registration” on this page:

<https://expressivee.happyfox.com/new>

We will be happy to help!

E X P R E S S I V E 